

POLICY AND PROCEDURE

REACH for Tomorrow

Visitor and Family Involvement Policy

Partial Hospitalization Program (PHP)

Effective Date: 08/15/2025

Approved By: Director of Medical and Clinical Services

Review Schedule: Annually or as Needed

Applies To: Integrated Primary Care/Behavioral Health, Day Treatment, PHP, Community Integration

Purpose

To establish guidelines for visitor access and family involvement within the Partial Hospitalization Program (PHP). The policy ensures that family participation supports treatment goals while maintaining the safety, privacy, and therapeutic environment of the program.

Policy

The program encourages appropriate involvement of family members and natural supports in treatment when consent is provided by the individual served. Visitor participation must occur in a manner that supports clinical care, protects confidentiality, and maintains a safe therapeutic environment.

Scope

This policy applies to all visitors, family members, guardians, and natural supports who may participate in program-related activities or visit individuals served within the PHP program.

Family Involvement in Treatment

Family members or natural supports may be involved in treatment when appropriate and when authorized by the individual served. Family participation may include:

- Participation in family therapy sessions
- Attendance at educational or support sessions
- Involvement in treatment planning when appropriate
- Participation in discharge planning and aftercare coordination

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Visitor Guidelines

Visitors may be permitted within the program when appropriate and with staff approval. Visitor guidelines include:

- Visitors must respect program rules and safety procedures
- Visitors must not disrupt therapeutic programming
- Staff may limit or restrict visitation if necessary to maintain safety or confidentiality

Consent Requirements

Prior to involving family members or visitors in treatment-related activities, appropriate authorization must be obtained from the individual served or parent/legal guardian when applicable.

Confidentiality

Visitors must respect the privacy of all individuals served. Confidential information related to other clients must not be disclosed or discussed during visits.

Safety Considerations

Program staff maintain authority to restrict or end visitation if visitor behavior compromises safety, confidentiality, or the therapeutic environment.

Documentation

Family involvement or visitor participation in treatment activities should be documented in the clinical record when applicable, including:

- Authorization for family participation
- Participation in family sessions or meetings
- Relevant clinical outcomes related to family involvement

Staff Responsibilities

Staff are responsible for:

- Ensuring visitor participation aligns with treatment goals
- Protecting client confidentiality and privacy
- Monitoring visitor interactions within the program

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- Documenting family involvement appropriately

Quality Monitoring

Visitor and family involvement practices may be reviewed through supervision, chart audits, and quality improvement processes to ensure services remain supportive and compliant with program policies.